City of East Providence, RI

Request for Proposal ERP/Financial Management System

SPECIFICATIONS

Bid No. EP19/20-29

Table of Contents

1 Special Instructions to Bidders

Performance, Payment & Maintenance Bond Requirement

For bids or proposal greater than $50,000, the awarded contractor will be required to furnish a Performance, Maintenance and Payment Bond to the City of East Providence in the amount of the Gross Sum of the contract, including allowance for contingencies and extra work, and/or contract price within ten (10) days of the award. The bond must be duly executed and acknowledged by said contractor as principal and by a surety company qualified to do business under the laws of the State of Rhode Island and satisfactory to the City, as surety, for the faithful performance of the contract and payment for labor and materials. The contractor shall pay the premium for such bond.

A letter from the bonding company, stating that the Performance Bond can be obtained within ten (10) days of request, should be provided with contractor's response.

Professional Liability Insurance/ Errors & Omissions Insurance

Contractor will maintain at its expense: Professional Liability Insurance in the amount of $1,000,000 including coverage for errors and omissions caused by Contractor's negligence in the performance of its duties under this agreement.

RFP Response method

Vendors are allowed to obtain hard copies of this RFP, but all responses must be recorded on the electronic copies that must be requested, and submitted as instructed herein.

2 General Information

2.1 Introduction

The City of East Providence, Rhode Island is issuing this Request For Proposal (RFP) for the purchase and implementation of a ERP/Financial Management System and related services.

All prices quoted in response to this RFP shall be valid for a minimum of 180 days.
All vendors should be aware that the entire RFP response of the selected vendor will be incorporated into the Contract with the City, and therefore the contract will expect the vendor and the proposed system will to perform as noted and explained in the vendor's Proposal.

2.2 Schedule of Events (Subject to change)

Date	Task	Comment
08/13/2020	RFP available on City Website	http://www.eastprovidence.com/
08/13/2020	RFP Advertised	
08/31/2020	Written Questions Due	All IT questions should be emailed to Kelly Ahrens, Chief Information Officer, kahrens@eastprovidenceri.gov
09/02/2020	Responses to Questions	All responses will be **emailed** to all vendors & posted online on the City's web site

09/09/2020	RFP Responses Due	Sealed Bid package, appropriately labeled Bid No. EP19/20-29 ERP/Financial Management System containing:
		-The original and three (3) copies of the proposal and bid form
		-One (1) USB of the proposal
		
		The above items must be included in one sealed package labeled "ERP/Financial Management System" and addressed/delivered to the following:
		
		    Controller's Office
		    Room 103
		    City Hall
		    145 Taunton Ave.
		    East Providence, RI 02914
		    Bid No. EP 19/20-29

09/14/2020	Preliminary City Review; Vendor Q&A	
Week of 09/21/2020	Vendor Demonstration	East Providence City Hall
TBD	Begin Implementation	

2.3 Background and Scope

The City of East Providence is a suburb of the State Capital of Providence, RI. Key City statistics (numbers are approximate) are as follows:

City
Annual Operating Budget	$76,830,160
Full-Time Employees	425
Total W-2's	625

The City intends to purchase or lease a system consisting of the following specific applications listed under "A" and depending on the cost, applications listed under "B" and "C".

A	B	C
General Ledger	Budgeting	HR/Payroll
Requisitions/Purchase Orders		
Accounts Payable		
Accounts Receivable		
Grants/Project Management		
Fixed Assets		

As previously noted, the immediate objective is to implement all applications listed under "A" for all City Departments, replacing Sungard as soon as possible. The Budgeting, HR and Payroll applications possibly will be implemented depending upon pricing. All vendors will be required to provide City/Town references.

All related services to allow the City to successfully implement the above applications must also be provided. These services include training, data conversion, and project management. This RFP also requires vendors to propose detailed annual software maintenance and support costs for a period of 5 years.

The City does not intend to purchase any required hardware, network components, systems software (e.g., Server or Desktop OS), or Database software via this RFP. However, it does require vendors to provide recommended configurations for some of those items.

2.4 Current Environment

2.4.1 Application Software

The major ERP and related applications currently in use are listed below, categorized by vendor. For each of these applications, we have indicated whether it will be replaced by, or integrated with, the proposed system. Relevant comments are also provided.

Finance Vendor: Sungard	Action	Additional Requests/Comments
General Ledger	Replace	
Purchasing	Replace	Requisition and Vendor Portal Needed
AP / AR	Replace	
Budgeting Module: Sungard and OpenGov	Replace and/or Integrate	
Time Tracking Vendor: Kronos ADP AESOP	Integrate	Integration necessary with employee time tracking
Tax Billing Vendor: Vision	Integrate	
Utility Billing Vendor: HARRIS	Integrate	
Cash Receipts Vendor: Vision	Integrate	
Fixed Assets Vendor: AssetMax	Replace	
Permitting Vendor: ViewPermit	Integrate	
Assessment Vendor: Vision	Integrate	

2.4.2 Total User Estimates

For any segment of the vendor proposal, cost or otherwise, that is based on a user count, vendors should assume there are 60 named users and 30 concurrent users

2.5 Proposed vs. Contracted Costs

This RFP requires vendors to propose costs for all items requested and any other required items in order to meet the needs of this RFP. The City fully expects that these costs will be accurate, in all cases. Prior to or during the Contract negotiation period with the selected vendor, the City may allow minor adjustments to the proposed costs that may be necessary due to clarifications that have developed or due to the City's request for a different amount of services than requested or proposed. However, it should be emphasized that if at any time during the vendor evaluation period or the contract negotiation period, the City determines that any proposed costs have been misrepresented, the City reserves the right to completely eliminate the vendor from further consideration.

2.6 Self-Hosted vs. ASP/SaaS Solutions

In addition to offering a self-hosted solution, the City may prefer to select a vendor who currently offers a proven ASP/SaaS system. If the solution is self-hosted, the City requires Microsoft SQL and client access is browser-based.

2.7 Conversion Requirements

Following are the City's anticipated electronic data conversion requirements. Vendors should use this information to provide conversion costs in their cost proposals.

The requirements listed below are subject to change and may need to be revised prior to contract execution with the selected vendor.

The City will assume full responsibility for providing the electronic data in ASCII or other suitable format.

Unless otherwise specified below, the City will assume that the cost of converting Previous Year's "History" will be the same for converting one year of history or for any number of years of that same history that the City may choose. If the cost for more than one year of history is dependent upon the number of years, the various price points should be noted on the Vendor's Cost Proposal.

2.7.1 General Ledger

- Chart of Accounts file

- GL Account history

For the current Fiscal Year and any prior years that are to be converted, ending balances for each fiscal year, for each Balance Sheet and Revenue/Expense account, will be converted.

2.7.2 Budget

Budget History – For each account and each year, final approved budget and up to three (3) budget levels (e.g., Department request, City Manager approval, etc.)

2.7.3 Open Purchase Orders

Although the City may eventually decide to enter this data, vendors should currently plan on converting all open Purchase Orders at the time of conversion.

2.7.4 Accounts Payable

Vendor Master File
Vendor History – Invoice and Check History

2.7.5 Fixed Assets

Fixed Asset Master File from existing system. It is also possible the City may independently gather Master file data on additional assets that are not currently stored in the existing system. Most likely, this data will not be in the same format (file layout) as the data from the existing system.

2.8 Evaluation Criteria

2.8.1 Minimum Evaluation Criteria

- Assuming the vendor is offering a Self-Hosted option, the vendor has at least 2 Municipal customers that are successfully using the system in a virtualized environment, utilizing VMware, and can provide references.

- The vendor has been in the business of providing software to Municipalities for at least 5 years.

- The vendor has at least 5 satisfied Municipal Customers, similar in size or larger than East Providence, using the following applications:

- o General Ledger
- o Requisitions/Purchase Orders
- o Accounts Payable / Accounts Receivable
- o Fixed Assets

3 Vendor Response Requirements

3.1 Technical Proposal – Required Contents

The items in your Technical Proposal response should be as follows, and in the sequence listed:

1. Bid Form, signed by an individual authorized to enter into a contract with the City of East Providence.
2. Cover Letter, maximum of 2 pages
3. Completed Vendor Profile
4. Completed Technology questions
5. Completed Upgrade information
6. Completed Customer Base RI and Non-RI Municipal Customer List
7. Proposed Implementation Project Plan
8. Completed forms required by City, Affirmative Action Policy, Anti-Collusion, Electronic Notification and W9 found online with the RFP

The above constitutes the entire required response. Any additional information that the vendor wishes to submit, such as marketing material, must NOT be included in any of the above items, and therefore must be submitted SEPARATELY.

3.2 Vendor Questionnaire: Background, Technology, Customer Base, Etc.

All responses to this Vendor Questionnaire should be inserted in the tables provided or inserted in narrative form immediately below each question or required response. Also, in order for the City to easily distinguish between the RFP text and your response, **each response should be inserted using Bold font.** The City reserves the right to reject any response that does not follow these instructions.

3.3 VENDOR PROFILE

a. Please complete the following table:

Your Company Name	
Holding Company (if any)	
Corporate Headquarters Address	
Company Local Address	
Account Representative	
Email Address	
Phone number	
Years in Municipal Software Business	
Total Number of Employees	
Total Number of Full-Time Implementation Personnel	
Total Number of Full-Time Support Personnel	
Total Number of Full-Time Marketing Personnel	
Total Number of Development/Programming Personnel	
Ownership Structure (corporation, partnership)	
Name and Size of Largest Customer	
Name and Size Largest Customer in Vicinity	

b. In addition, please provide the following information about your organization:

A copy of your latest three years of Audited Annual Report/Financial Statements. Please attach to your proposal or provide in a separate attachment.
An explanation of any pending or past litigation (in the past 5 years).

c. For each application you are proposing, identify the version being proposed, the date that version was released for production, the total number of customers currently using that version, and the total number of customers using previous versions:

Application	Version and date released	Total number of customers using proposed version	Total number of customers using previous versions
General Ledger			
Requisitions/Purchase Orders			
Accounts Payable			
Accounts Receivable			
Grants/Project Management			
Fixed Assets			
Budgeting			
HR/Payroll			

d. Please describe plans for major new features in the proposed applications, or new applications, as well as timeframes.

3.4 Technology

a. What is the Database software product you are proposing for East Providence, and what % of your installed client base is using this product?

b. Identify each additional Database software product that is currently in use with your installed client base. For each product, identify the % of your installed client base that is using that product.

c. Identify each of the software development tools and products that were used to develop the system proposed to East Providence

d. What Server OS product are you proposing for East Providence, and what % of your installed client base is using this product?

e. Identify each additional Server OS product that is used by your installed client base, and for each OS, identify the % of your installed client base that is using that OS.

f. The system proposed to East Providence must use a Browser-based interface. Please note any exceptions, and please identify the estimated % of your installed client base that is NOT using a Browser-based interface.

g. Identify any and all R&D efforts currently underway that may affect the systems proposed to East Providence. For this question, we are primarily focused on Technology (Database, OS, User Interface, Application Development tools, etc.) vs. functionality. Please also provide timeframes for any known rollouts for the new technology.

h.	Given your understanding of the City's requirements and your experience with organizations similar in size and scope, provide the following information. In your answers, please assume that the City will not be making any significant upgrades in its current Local and Wide Area Network Infrastructure. The City's server environment has been virtualized utilizing VMware. To maximize the City's investment in virtualization, your proposed software MUST operate in this VM environment. -Will you certify in writing that your proposed system, provided the City abides by your recommendation for Servers and related items, will function properly in a virtualized environment utilizing VMware? -Assuming you are proposing a Self-Hosted option, please provide reference information for at least 2 Municipal customers who are using the system in a virtualized environment, utilizing VMware. -Provide recommended Server configurations and estimated costs. It is IMPERATIVE that vendors include all Servers that will likely be needed given all of the requirements of this RFP. This may include, but not necessarily be limited to: Web Servers, Application Servers, Database Servers, and any Servers required to support access from City Buildings. -Provide recommended configurations for Desktop PC's, including OS.
i.	The vendor must commit that the proposed system, using the recommended architecture provided above, will provide a response time of no more than three (3) seconds to standard system data inquires. Please provide your commitment to this requirement and note any related exceptions or provisions the City may need to expect.
j.	On an on-going basis, if the City so requests, whenever an upgrade to its IT environment is being considered (such as a new desktop OS version, new Server OS version, etc), will you certify in writing that the upgrade will have no adverse impact on the use of the version of your system being used by the City at that time? Will there be any additional costs for this certification?
k.	For both a Self-Hosted solution and an ASP/SaaS solution, provided that the City assumes full responsibility for the maintenance/support and related failures of all related and vendor-recommended IT Infrastructure, will you certify in writing that the proposed applications and database will provide the City with an uptime of at least 99.5%? Please explain, including any exceptions.

3.5 Upgrades

a. During the past three (3) years, how many new releases of your software have been issued?
b. During the past three (3) years, how many upgrades/patches to existing releases have been issued?
c. Assuming the City maintains a support/maintenance agreement, does the vendor guarantee that the City will never be charged for any new releases and upgrades/patches? If not, please elaborate.
d. Assuming the City maintains a support/maintenance agreement, does the vendor guarantee that the City will never be charged for updates/modifications mandated by *Federal, State, and Local legislation?* If not, please elaborate.
e. Is training provided with new releases and upgrades/patches? Is there a charge for this training? Please elaborate.
f. Do you install all new releases and upgrades? If so, what are the additional costs for this service, if any?
g. How long are previous versions of the software supported?
h. If the City so requests, will you certify in writing that an upgrade or new release is fully-compatible with the City's IT Environment (Desktop OS, Server OS, etc.) at that time?

3.6 Customer Base

a. How many RI municipal customers do you have?
 	
Please attach a complete reference list of all RI municipal customers. The list should include the following for each municipality:
  1. Contact information
  2. Date of install
  3. OS and DB platforms
  4. Each application installed
  5. Indicate whether it is in City/Town, School or Both
 	
The list should be sorted alphabetically by municipality name and should identify those customers who are using the same version of the software that is being proposed to East Providence.

b.	Either on the list requested above, or here, identify/highlight each new RI customer in the past five (5) years, including date of install. ***For this item, the City is interested only in those customers who were an addition to the vendor's customer base, as opposed to a customers who upgraded to a new product or version, or customers who were added as result of vendor acquisitions of or by other software companies.***
c.	How many municipal customers outside of RI do you have? Attach a complete reference list of all municipal customers outside of RI. Include the same information as requested for RI customers.
d.	Either on the list requested above, or here, identify/highlight each new non-RI customer in the past three (3) years, including date of install.
e.	Provide information on the nature of your National, Regional, and RI user groups including frequency of meetings as well as any activities that occur in between meetings. Assuming that your User Groups are run by your Users, please provide contact information for the person or customer who is the current coordinator of your RI or closest Regional User Group.
f.	For each non-municipal market segment you serve, provide the total number of customers.
g.	During the last 3 years, how many Municipal competitive bids have you responded to, and how many of these were awarded to you?

3.7 Implementation Project Plan (please provide as a separate attachment – do not answer here)

As noted in this RFP, the City's current timetable calls for a vendor contract to be negotiated by the end of October 2020, with the installation thru implementation to begin shortly thereafter. If you feel this is a realistic implementation timeframe, please provide a rough draft of a proposed Implementation Project Plan that will demonstrate your ability to meet this objective, for each application, including provisions for suitable parallel and other testing. Please also include key expectations of the City that you have in order for these goals to be met.

If you do not feel this is realistic implementation timeframe, please propose one that is more realistic in your view, as well as all of the other information required above.